



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS**



**Susana Martinez
Governor**

**Ellen Roth
Executive Director**

June 27, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected

JUN 19 2013

FCC Mail Room

RE: TRS Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013 CG DOCKET NO. 03-123

Dear Ms. Dortch:

The State of New Mexico Commission for Deaf and Hard of Hearing Persons respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of New Mexico to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of New Mexico. New Mexico's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- Speech to Speech Call Handling Problems

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Albuquerque | 2500 Louisiana NE, Suite 400 | Albuquerque, NM 87110
V/TTY: 505.881.8824 | VP: 505.435.9319 | Fax: 505.881.8831

Las Cruces | 2407 W. Picacho, Suite A-103 | Las Cruces, NM 88007
V: 575.525.1037 | TTY: 575.525.1027 | VP: 575.541.3403

Toll-Free: 1.800.489.8536 | **Website:** www.cdhh.state.nm.us

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Relay New Mexico has received a total of 8 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2012 through May 31, 2013.

Of the eight total complaints in New Mexico, seven of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. In addition, the Relay New Mexico Outreach Coordinator and the Relay Administrator met with the relay user in person to outline in American Sign Language, spoken English and charts, pictures and diagrams the details of various forms of relay services – but the user still struggles with how to use the relay. Customer Service will continue to work with this relay user.

Please feel free to contact me at 505.881.8824 V/TTY or via email at ShannonS.Peinado@state.nm.us or Dixie Ziegler with Hamilton Relay at 800.618.4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shannon E. Smith', with a stylized, cursive script.

Shannon E. Smith, MBA/HRM
Director of Telecommunications & Technical Assistance/Relay Administrator

New Mexico Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
52519	08/06/12		Ellen	Ellen	Customer stated a business refused to take a relay call.	8/6/2012	Customer Service apologized and explained that unfortunately the relay can not control if the other party would accept the relay call. Customer Service offered to contact the business, but customer refused at this time.
55651	08/27/12	9049	Lonnie	Lonnie	Customer stated the CA continued to type, "hello are you still there", after long pauses.	8/27/2012	Customer Service explained that the CA was following procedure and explained that when there is a long pause without a response, the CA must ensure that the customer was still on the line. Customer understood.
57922	09/28/12		Ellen	Ellen	Customer stated the Supervisor had said that the CAs are not to revoice what is heard from the voice caller.	09/28/12	Relay Manager apologized and explained the Supervisor was referring to the other party when they stated that the CA could not revoice for the voice caller. Relay Manager further explained that the CA revoices only for the Speech to Speech party. Customer understood.
60588	11/14/12	1269	Lonnie	Lonnie	Customer stated that the relay needs better quality headsets that will amplify the CA's voice. Customer also stated that dialing directory assistance through the relay should be free.	11/14/2012	Customer Service inquired if the customer had attempted to increase the volume on their phone. Customer Service stated that there is a charge for dialing directory assistance to all telephone users. Customer understood.
61022	11/19/12	1337	Tina	Tina	Customer stated several issues with the relay and the equipment the Speech to Speech CAs use. Customer stated that the relay should be using voice recognition software.	11/19/2012	Customer Service explained that the CAs headsets had been checked to ensure they are working properly. Customer Service further explained CapTel services, but customer stated their internet does not function properly after 5 pm and would like voice recognition software used at the relay. Customer Service stated that the suggestions would be forwarded to management. Customer was satisfied.
62522	12/19/12		Lonnie	Lonnie	Customer stated the CAs are poorly trained and that Hamilton should have voice recognition software. Customer then stated they have a federal complaint and are taking it to the Department of Justice.	12/19/2012	Customer Service apologized and explained that the information would be forwarded to management. It has been discovered that the customer is using Speech to Speech services when unable to utilize their CapTel telephone and providing instruction to the CAs on how to handle calls, so that the Speech to Speech call functions like a CapTel call. Customer Service has continued to work with the customer to meet her specific needs and to help streamline the call process. Customer Service has explained that CapTel and Speech to Speech are different services, which do not function in the same way. Customer Service will continue to work with this customer.
62755	12/21/12		Brenda	Brenda	Customer stated that the captions they were receiving on the Speech to Speech call were horrible.	12/21/2012	Customer Service attempted to verify if the customer was using CapTel or Speech to Speech and if there were updates to the profile that needed to be made. Customer would not verify information and hung up.

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution
63910	01/15/13		Ellen	Ellen	Customer stated the CA would not revoice what the other party said and they could not understand them. Customer stated they were contacting the FCC regarding this issue and they know that it is an FCC regulation and that Hamilton is just making their own regulations.	1/15/2013	Customer Service apologized and explained the relay is following both the state of New Mexico and FCC guidelines for Speech to Speech services. Customer Service explained that their information would be forwarded to management.

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Category
Service Complaints - Speech to Speech Call Handling Problems

